

INFORMATION BULLETIN

JOB TRAINING PARTNERSHIP ACT

Number: B99-46

Date: November 30, 1999

Expiration Date: 6/30/00

69:114:va:3378

TO: SERVICE DELIVERY AREA ADMINISTRATORS
PRIVATE INDUSTRY COUNCIL CHAIRPERSONS
JTPD PROGRAM OPERATORS
EDD JOB SERVICE OFFICE MANAGERS
JTPD STAFF

SUBJECT: OPERATIONS BRANCH SERVICE DELIVERY PLAN SURVEY

This information bulletin transmits the draft Service Delivery Plan for the Employment Development Department (EDD) Unemployment Insurance (UI) and Job Service (JS) programs. The EDD Operations Branch (Branch) is updating its 5-year plan to ensure integration of the UI and JS programs with the requirements of the Workforce Investment Act. The Branch is striving to refine its service delivery methods to better meet customer needs, and proactively anticipate and respond to the future workforce environment.

The Branch is currently developing its 5-year plan and is soliciting input from Service Delivery Areas (SDA) regarding its content. You may forward comments or suggestions to your local JS Division Chief or Regional Managers, or complete the attached survey document. To obtain broad input from staff and associates, SDAs may establish a hyperlink between their Web site and the EDD Operations Branch Customer Survey Web site. The survey Web site will be active through January 31, 2000.

For additional information, please contact the EDD Operations Branch Deputy Director's Office at (916) 654-9047.

/S/ BILL BURKE
Assistant Deputy Director

Attachment is available on Internet:

EDD Operations Branch Customer Survey